

# 2025 ANNUAL REPORT

(FY 2024-2025)

Florida Commission for the



**Transportation  
Disadvantaged**



# EXECUTIVE SUMMARY

The Florida Transportation Disadvantaged Program provides essential mobility for individuals who cannot transport themselves due to disability, age, or income limitations. Administered by the Commission for the Transportation Disadvantaged under Chapter 427, Florida Statutes, the program coordinates a statewide network of Community Transportation Coordinators and planning agencies to ensure access to healthcare, employment, education, and other vital services. The Coordinated Transportation Disadvantaged System operates in all 67 counties and supports independence and quality of life for Florida’s most vulnerable residents.

As required by Section 427.013(13), Florida Statutes, the Commission submits an Annual Report to the Governor, Senate President, and Speaker of the House of Representatives. The report provides an introduction to the Transportation Disadvantaged Program and a summary of program operational statistics.

Throughout FY 2024-2025, the Commission continued to strengthen the Coordinated Transportation Disadvantaged System through key initiatives, including expanding mobility-on-demand pilot projects, improving performance monitoring, and enhancing local coordination and planning efforts.

### FY 2024-25 Performance Highlights

214,079 Riders 14.4 Million Trips	Provided collectively across Florida through the Coordinated Transportation Disadvantaged System.
27,416 Riders 1.49 Million Trips 173,534 Bus Passes	Supported by the Trip & Equipment Grant Program, funded through the Transportation Disadvantaged Trust Fund.
1,325 Riders 79,461 Trips	Supported by the Innovation and Service Development Grant Program, funded through the Transportation Disadvantaged Trust Fund.

Building on this progress, the Commission remains committed to enhancing Florida’s Coordinated Transportation Disadvantaged System, ensuring that transportation services continue to connect individuals to opportunities, promote independence and support communities statewide.

# FLORIDA’S TRANSPORTATION DISADVANTAGED PROGRAM

Florida’s Transportation Disadvantaged (TD) Program was established by the Florida Legislature in 1979, as authorized in Chapter 427, F.S., to address the mobility needs of individuals who are unable to transport themselves due to disability, age, or income. At the time, multiple governmental agencies provided or funded transportation services independently, resulting in inefficiencies and service gaps. The TD Program was created to coordinate these resources in a cost-effective manner that minimizes duplication and maximizes service delivery, particularly in rural and small communities where public transit options were limited or not available.

## The Transportation Disadvantaged Population



## THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

In 1989, the Legislature created the Commission for the Transportation Disadvantaged to accomplish the coordination of transportation services provide to the transportation disadvantaged. The Commission is a state agency housed within the Florida Department of Transportation (FDOT), operating independently of FDOT’s supervision and direction. The Commission reports directly to the Governor and exercises its own rulemaking and budgetary authority pursuant to sections 427.012 and 427.013, F.S. and Chapter 41-2, Florida Administrative Code (F.A.C).

### Commission Members

Monica Russell, Chair Governor Appointee	Samantha Ferrin Governor Appointee
Melissa Smith, Vice-Chair Department of Transportation Designee	Robert “Bob” Majka Governor Appointee
Bob Asztalos Agency for Persons with Disabilities	Robin Tellez Governor Appointee
Lillian Barrios Governor Appointee	Vacant Governor Appointee
Krysta Carter Department of Elder Affairs	Vacant Governor Appointee
Robert Doyle Division of Blind Services	

The Commission consists of eleven members appointed by the Governor, representing state agencies, stakeholders and the public. The Commission appoints an executive director, with a staff of 13 to administer and monitor the statutory requirements of the TD Program. The Commission meets at least four times per year, and all meetings are open to the public and conducted in accordance with Florida's Sunshine Law.

The Commission's core responsibilities include establishing rules and policies for the Coordinated Transportation Disadvantaged System, designating a Community Transportation Coordinator (CTC) for each county on a five-year cycle, and administering the Transportation Disadvantaged Trust Fund.

### **Transportation Disadvantaged Trust Fund**

Established under section 427.0159, Florida Statutes, the TD Trust Fund is composed entirely of state revenues, primarily vehicle registration fees collected by the Florida Department of Highway Safety and Motor Vehicles (HSMV), along with contributions from the FDOT. Each year, the Legislature appropriates funding from the trust fund to support the Commission's administrative activities and statutory responsibilities. The Commission operates on the state fiscal year (July 1–June 30), and any unexpended funds revert to the trust fund for future reappropriation. Detailed tables outlining Trust Fund Revenues as well as Trust Fund Budget and Expenses are provided in the appendices.

### **CTD Board Meetings and Other Activities**

The Commission engaged in a range of activities to advance its statutory mission and support the partners of Florida's TD Coordinated System. These activities included promoting program awareness, engaging with policymakers during the legislative session, providing technical assistance to program stakeholders, and facilitating workshops, studies, and pilot projects to evaluate and improve program performance.

The Commission conducted five board meetings during Fiscal Year 2024–2025. Each meeting was held in Tallahassee at the FDOT's Barry Building, with virtual participation available to ensure statewide access and transparency. The meetings took place on the following dates: July 17, November 13, December 11, March 31, and June 26, 2025. Some of the major actions taken by the Commission included:

- Designation of CTCs for Bay, Escambia, Flagler, Glades, Hendry, Levy, Marion, Martin, Monroe, Nassau, and Santa Rosa Counties, as well as the emergency CTC designation for Franklin and Gulf Counties.
- Approval of \$2.9 million for eight Innovative Service Development (ISD) Grant projects for Fiscal Year 2024-25.
- Approval of approximately \$1.4 million to assist with the purchase of capital equipment in 12 service areas under the Shirley Conroy Grant program.
- Approval of model procedures for reporting and investigating adverse incidents occurring during the delivery of paratransit services, implementing new legislative requirements under 427.021, F.S.

The Commission gathered stakeholder input on adverse incident reporting procedures on August 27, 2024, and hosted a virtual workshop to provide technical assistance to applicants of the ISD Grant program on March 27, 2025. In addition, Commission staff attended Mobility for Life Coalition meetings and participated in numerous national and state industry related webinars. The agendas, presentations, and recordings from these meetings and workshops are available under the "Calendar of Past Events" on the Commission's website: [www.fdot.gov/ctd/ctd-home](http://www.fdot.gov/ctd/ctd-home).

Commission staff participated in the FDOT and Center for Urban Transportation Research Annual Triple Crown Roadeo on February 15, 2025, in Gainesville, where paratransit operators demonstrated their driving skills and knowledge in a competitive setting. Top performers advanced to the National Roadeo. Staff also attended the FDOT/CUTR Annual Professional Development Workshop, held June 9–11, 2025, in Tampa, and presented updated program information. This workshop offers training, professional development, and networking for mid-level managers, supervisors, trainers, and key staff from Florida public agencies, CTCs, planning agencies, and transportation providers. In addition, the Commission conducted a TD Planners Session during the Florida Public Transportation Association Annual Training Conference and Expo in West Palm Beach on September 23–24, 2024, an event that brings together transportation professionals from across the state for training, education, and collaboration.

## **Legislative Activities and Outcomes**

### **2024 Legislative Session**

The 2024 Legislature amended Chapter 427, F.S., creating 427.021, F.S., which required the Commission to establish model procedures for transportation service providers to receive and investigate adverse incidents occurring during the provision of paratransit services. A transportation service provider is an entity that contracts with a local government to provide paratransit services to persons with disabilities. Local governments and/or transportation service providers must submit quarterly adverse incident reports to the Commission. This requirement applies to public transit agencies operating ADA complementary paratransit services and to local governmental CTCs providing paratransit services to individuals determined transportation disadvantaged. The Commission began collecting reports in early 2025 and will continue to work with FDOT to identify trends and provide technical assistance as needed.

Also, during the 2024 Legislative Session, FDOT was directed under Senate Bill 1380 to conduct a comprehensive review of Florida's TD Program. The purpose of this review was to evaluate the efficiency, consistency, and effectiveness of services provided under Chapter 427, Florida Statutes.

FDOT's report, presented to the Florida Senate and subsequently to the Commission, identified several key challenges within the Coordinated TD System. These included inconsistent service delivery across counties, the high cost of providing paratransit

services, variations in performance reporting, limited adoption of innovative practices and technologies, and persistent challenges in both urban and rural service environments.

FDOT's report recommended establishing a framework to optimize program structures, leverage alternative delivery models and emerging technologies, and strengthen performance management and accountability. In response, the Commission began evaluating strategies to address several of these areas, including:

- Reviewing and refining TD client eligibility criteria;
- Enhancing system performance measures and data consistency;
- Considering regional and statewide coordination models;
- Expanding the use of joint procurement opportunities; and
- Exploring innovative partnerships to improve service delivery and efficiency.

### **2025 Legislative Session**

During the 2025 Legislative Session, the Legislature enacted House Bill 1525/Senate Bill 1696, which made several statutory changes affecting the Transportation Disadvantaged Program. These changes included:

- Prohibiting the impersonation of a Transportation Network Company (TNC) driver and establishing criminal penalties for violations;
- Clarifying that services purchased from a TNC, as defined in section 627.748(1), F.S., and operated in compliance with that section, are not considered privately owned or operated bus transit systems and are exempt from certain statutory requirements;
- Replacing previous training requirements with a provision allowing transportation providers to offer drivers access to Agency for Persons with Disabilities (APD)-approved third-party training materials, rather than requiring them to conduct the training directly; and
- Authorizing the Commission to contract directly with alternative providers specializing in paratransit services for persons with disabilities, provided such providers comply with CTD-established service standards.

The legislative and policy actions of the past two years have established a foundation for continued improvement within the Coordinated TD System. The Commission will continue to implement these legislative directives.

# THE COORDINATED TRANSPORTATION DISADVANTAGED SYSTEM

Over time, the Coordinated TD System has evolved into a statewide network that provides safe, efficient, and cost-effective transportation services to thousands of Floridians each year. While the program’s structure and funding mechanisms have adapted to changing needs, its mission remains, to promote independence and improve quality of life by ensuring transportation access for all transportation disadvantaged individuals.

## System Structure

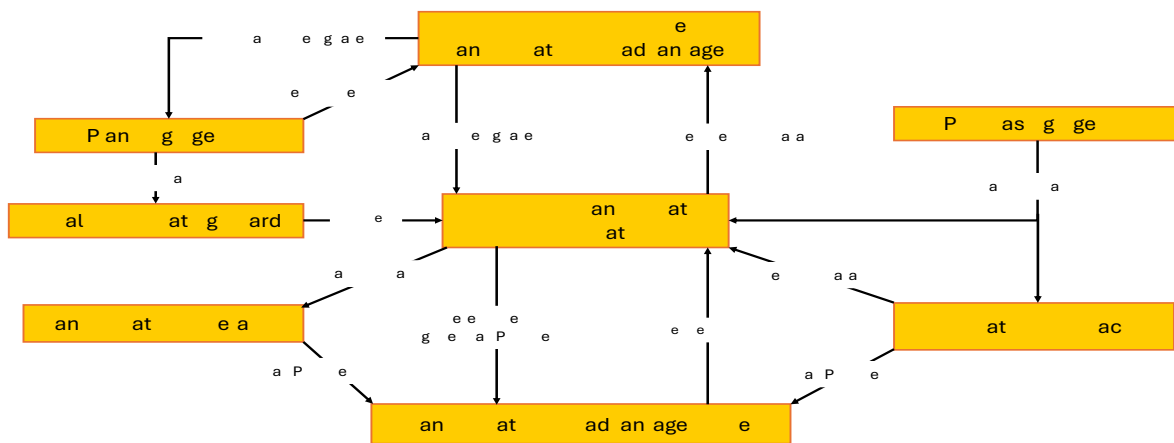
The Coordinated TD System operates under a model of centralized policy development and decentralized local implementation. This framework allows flexibility for the local agencies to tailor services to the specific needs of their communities.

Three primary partners are responsible for implementing the TD Program at the local level:

- The Community Transportation Coordinator (CTC)
- The Designated Official Planning Agency (DOPA)
- The Local Coordinating Board (LCB)

A complete list of CTCs and DOPAs for each county is provided in the appendices.

### Coordinated System Organization Chart



## Community Transportation Coordinator (CTC)

The Commission designates an entity to serve as the CTC through a Memorandum of Agreement. The designation is on a 5-year cycle. The CTC is responsible for managing and coordinating transportation services within a designated county or multi-county service area. A CTC may be a governmental entity, such as a board of county

commissioners, or a private organization (for-profit or not-for-profit) selected through a competitive procurement process.

Through the Trip & Equipment Grant, the Commission contracts with each CTC to fund the delivery of non-sponsored transportation services. The CTC works with purchasing agencies to determine whether individuals qualify for transportation disadvantaged services, including those supported by the TD Trust Fund. Once eligibility is confirmed, the CTC may provide paratransit trips directly or contract with transportation operators to meet local service needs. When available, the CTC may also offer bus pass subsidies, allowing eligible individuals to use fixed-route public transit, which often represents a more cost-effective option than paratransit

### **Designated Official Planning Agency (DOPA)**

The DOPA is responsible for identifying and planning, for the needs of the TD Program within the CTC's service area. This entity may be a Metropolitan Planning Organization (MPO), Regional Planning Council (RPC), or similar agency designated by CTD.

The Commission contracts with each planning agency to complete specific deliverables under the Planning Grant Program. These responsibilities include the development and maintenance of the Transportation Disadvantaged Service Plan (TDSP), review of Annual Operating Report (AOR) data submitted by the CTC, and participation in local coordination activities.

The DOPA also appoints the membership of and serves as staff to the LCB, oversees the competitive selection process of the CTC, and submits its recommendation to the Commission. Through these functions, the planning agency ensures that the needs of the transportation disadvantaged are addressed in local and regional transportation planning activities.

### **Local Coordinating Board (LCB)**

The LCB serves as an advisory body to both the CTD and the CTC. The LCB assists in identifying local service needs and provides input on the coordination and delivery of TD services.

Each LCB is chaired by a local elected official and includes representatives from state and local agencies, the public education system, the workforce development sector, military veterans' organizations, the medical community, rider advocates, and the transportation industry.

LCBs meet at least quarterly and perform several key functions, including:

- Reviewing and approving the Transportation Disadvantaged Service Plan;
- Establishing eligibility guidelines and trip priorities for TD-funded services; and
- Evaluating the performance of the CTC on an annual basis.

## **Purchasing Agencies**

Purchasing agencies are federal, state, or local entities that fund or provide transportation services for specific segments of the transportation disadvantaged population. Examples include the Florida Agency for Persons with Disabilities (APD), which funds transportation to residential and adult day training facilities for individuals with intellectual or developmental disabilities under the Medicaid Waiver program and the Agency for Health Care Administration, through the Managed Care Program, for Medicaid compensable service.

These agencies may purchase transportation services directly from the CTC or from other qualified human service providers. Many agencies that operate their own transportation services maintain coordination contracts with the CTC, allowing for data sharing and reporting of trip activity through the AOR. While CTD encourages such coordination to improve efficiency and reduce duplication, services provided under purchasing agency programs fall outside the Commission's direct regulatory authority.

## **Summary**

Together, these partners form the foundation of Florida's Coordinated TD System. Their combined efforts ensure that transportation resources are utilized efficiently to enhance mobility, independence, and quality of life for individuals who are transportation disadvantaged.

## FUTURE PROGRAM FOCUS AREAS

The TD Program continues to focus on enhancing mobility, access, and efficiency for Florida's transportation disadvantaged population. Building on lessons learned from previous fiscal years and informed by outcomes of the 2025 Legislative Session, the following areas have been identified as key priorities for future program development and improvement:

1. **Strengthen Funding**– Review the current funding formula to support a balanced distribution of resources between rural and urban service areas. Explore opportunities to identify and secure additional, sustainable revenue sources to increase funding available to the Transportation Disadvantaged Trust Fund.
2. **Optimize Service Delivery Models** – Explore regional and statewide approaches to improve service efficiency, reduce costs, and expand access. This includes leveraging alternative delivery models, integrating non-traditional transportation providers, and utilizing Transportation Network Companies (TNCs) where appropriate.
3. **Enhance Eligibility and Access** – Refine eligibility criteria and streamline application processes to ensure that services are targeted to those most in need while minimizing administrative burdens for clients and providers.
4. **Advance Performance and Innovation** – Strengthen data collection and performance measurement through the Annual Operating Report and grant program reporting. Promote adoption of innovative technologies and mobility-as-a-service solutions to improve access, coordination, and operational efficiency.
5. **Support Local Partners and Workforce Development** – Provide technical assistance, training, and guidance to CTCs, DOPAs, and LCBs to build capacity, ensure compliance with program standards, and strengthen local partnerships.
6. **Promote Coordination and Collaboration** – Encourage integration of services across human service agencies, local governments, and private transportation providers to reduce duplication, expand service coverage, and maximize the use of resources.

Through these focus areas, the TD program seeks to remain responsive to Florida's evolving mobility needs and to continue delivering safe, reliable and accessible transportation services to individuals who are transportation disadvantaged.

## FY 2024–2025 PROGRAM OPERATIONAL STATISTICS

Pursuant to statute, the Commission must “compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state.” To meet this requirement, the Commission collects performance and financial data from Community Transportation Coordinators (CTCs) and other program participants through the Annual Operating Report (AOR). These data undergo desk audits and are then compiled, analyzed, and presented each year in the Commission’s Annual Report, which provides statewide and county-level analyses of system performance, funding utilization, and service outcomes. The Annual Report reflects transportation disadvantaged services delivered during the previous state fiscal year (July 1, 2024, through June 30, 2025), drawing primarily from two sources:

1. **CTD Grant Invoices:** A detailed, program-specific data on “non-sponsored” transportation services and other activities funded through the TD Trust Fund.
2. **Annual Operating Report:** A systemwide overview of all transportation services delivered through Coordinated TD System, including those funded by CTD and other federal, state, and local programs.

Together, these data sources offer a micro-level analysis of CTD-administered grant programs and a macro-perspective of the statewide Coordinated System. The following sections summarize key performance trends and outcomes for FY 2024–2025, including total trips provided, expenditure levels, cost efficiency, and system performance indicators.





### Comparison of Performance Data

	CTD Grant Invoices	Annual Operating Report
<b>Overview</b>	Provides detailed, program-specific data on “non-sponsored” trips and other activities funded under the TD Trust Fund.	Provides summarized data on transportation operations and trip totals within the Coordinated TD System during the fiscal year.
<b>Collection Process</b>	CTCs/planning agencies submit invoices to CTD for reimbursement of services delivered under CTD grant programs.	CTCs submit the AOR to CTD by September 15 <sup>th</sup> each year and present data to LCB.
<b>Data Elements</b>	<ul style="list-style-type: none"> <li>• Trip-level data (dates, times and passenger information).</li> <li>• Pick-up and drop-off locations.</li> <li>• Trip type (ambulatory, wheelchair, stretcher, etc.).</li> <li>• Reimbursement rate and total miles per trip.</li> <li>• Bus pass data (if applicable).</li> <li>• Capital equipment purchased.</li> <li>• Planning Grant deliverables (TDSP, LCB meeting, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Total unduplicated passenger head count (UDPHC).</li> <li>• Total trips and vehicle miles by service type (paratransit, fixed route, etc.).</li> <li>• Unmet trip requests, no-shows, complaints, and commendations.</li> <li>• Fleet inventory, driver information, road calls, and chargeable accidents.</li> <li>• Summary of revenues from purchasing agencies and system expenses (labor, benefits, etc.).</li> <li>• Qualitative information on CTC operations and service environment.</li> </ul>

## Transportation Disadvantaged Grant Program Performance

In addition to funding the administrative expenses of the Commission, TD Trust funds also provide financial assistance, through grant programs, to planning agencies and CTCs. During Fiscal Year 2024–2025, the Commission managed four major grant programs:

### Summary of CTD Grant Programs

Program	Description	FY 2024-25 Funding
 Trip & Equipment Grant	Formula-based funding for CTCs to provide paratransit services, bus passes, and capital equipment in all 67 counties.	\$52,972,621
 Planning Grant	Formula-based funding to support the planning agency’s activities, including staffing the Local Coordinating Board.	\$1,974,641
 “Shirley Conroy” Rural Area Capital Assistance Grant	Competitive grant for CTCs to purchase capital equipment, such as vehicles, technology, or other items that support the delivery of TD services.	\$1,400,000
 Innovative Service Development Grant	Competitive grant for CTCs to test new TD service projects that provide greater access to the community.	\$3,000,000

Together, these programs represent the operational and planning components of the Coordinated TD System. Each program plays a distinct role in meeting the Commission’s statutory mission: to ensure the availability of safe, efficient, and cost-effective transportation for Florida’s transportation disadvantaged population. The following subsections summarize Fiscal Year 2024–2025 performance outcomes and funding allocations for each grant program.

**Trip & Equipment (T&E) Grant** - The T&E Grant is the primary funding source for providing TD services for individuals who are transportation disadvantaged and not sponsored by another program. These services include scheduled and on-demand paratransit and subsidized bus passes for fixed-route transit, where available. CTCs must provide a 10-percent local match to their allocated funds, which may include farebox revenue or local tax sources. Reimbursements are issued after services are delivered, at approved per-trip, per-mile, or per-pass rates.

To qualify for non-sponsored transportation, an individual must:

1. Meet the definition of “transportation disadvantaged” under section 427.011(1), F.S.;
2. Demonstrate that no other funding source) is available; and
3. Have no other means of transportation within their home or community.

Each year, the Commission allocates T&E Grant funding to every county’s CTC using a formula that considers:

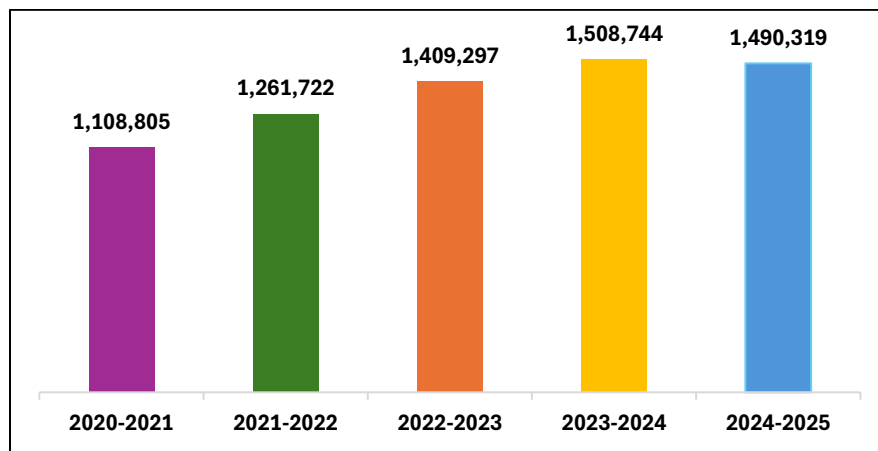
1. The estimated transportation disadvantaged population (5%);
2. Total miles of public roads within the county (5%);
3. The level of non-sponsored services previously delivered by the CTC (30%); and
4. The county’s allocation from the prior fiscal year to ensure funding stability and continuity of service (60%).

Funds from the T&E Grant are used by CTCs to deliver non-sponsored paratransit trips and bus pass subsidies for individuals who meet TD program criteria. Services are reimbursed monthly based on the number of completed trips or bus passes issued, as verified through CTD’s invoicing and reporting procedures.

In Fiscal Year 2024–2025, the Commission allocated approximately \$52.9 million through the T&E Grant, a slight decrease from last year. This funding supported the provision of more than 1.49 million paratransit, in addition to over 3 million bus-pass trips statewide.

The chart below illustrates the number of paratransit passenger trips provided statewide during the past five fiscal years.

**Total Paratransit Passenger Trips by Fiscal Year**  
Excludes Bus Pass Trips



**Planning Grant Program** - The Planning Grant Program provides funding DOPAs to support planning activities for the TD Program at the local level. The grant enables planning agencies to carry out statutory responsibilities, including coordinating and preparing for LCB meetings, developing local Transportation Disadvantaged Service Plans, reviewing CTC performance data, and supporting other activities critical to ensuring coordinated transportation services.

Funding for the Planning Grant is allocated to all 67 counties based on the formula outlined in Rule 41-2.013(6), F.A.C., which considers:

1. 25% of the allocation shall be divided into share equal to the percentage of population each county has relative to the total state population;
2. 75% of the allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction.

The Commission contracts with each planning agency to achieve specific deliverables that support the goals of the Coordinated System. Designated Planning Agencies receive reimbursement on a quarterly basis upon completion of Planning Grant Program deliverables.

In Fiscal Year 2024–2025, the Commission awarded approximately \$1.9 million to 31 planning agencies, which included support for 57 LCBs statewide. Funding was used to cover staff support, meeting facilitation, plan development, data collection and analysis, and other programmatic tasks necessary to ensure the effective operation of TD services in each county.

By maintaining robust local planning activities, the Planning Grant program remains a cornerstone of the Coordinated System, ensuring that policy, service delivery, and performance management align with statewide objectives for transportation disadvantaged services.

**“Shirley Conroy” Rural Area Capital Assistance Grant** - The “Shirley Conroy” Rural Area Capital Assistance Grant is a competitive grant that provides funding to CTCs for the purchase of capital equipment in rural areas. The program, supported through an annual transfer of \$1.4 million from FDOT to the TD Trust Fund, is intended to maintain and improve the operational capacity of rural transportation services for the TD population.

In Fiscal Year 2024–2025, the Commission awarded approximately \$1.4 million to thirteen projects, supporting the acquisition of vehicles, safety equipment, and communication technology across multiple counties. A detailed listing of funded projects is included in the appendices.

The program continues to support the operational readiness of rural transportation providers, ensuring CTCs have the equipment necessary to deliver efficiently and safely.

**Innovative Service Development (ISD) Grant** - The Innovative Service Development (ISD) Grant program funds pilot projects that test new or enhanced transportation models within Florida’s Coordinated TD System. Its purpose is to expand mobility options, improve cost efficiency, and strengthen connectivity for transportation disadvantaged individuals.

Historically, ISD Grants were awarded competitively to CTCs for projects that met at least one of the following objectives:

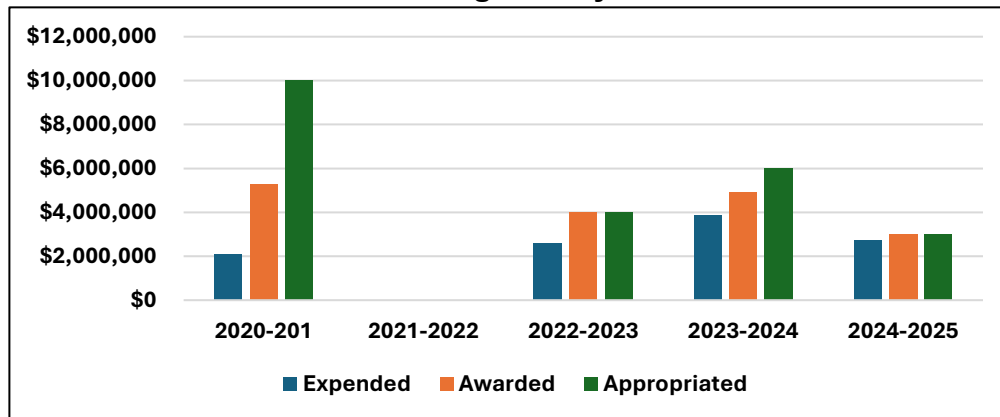
1. Increase access to employment, education, health care, or other life-sustaining services;
2. Enhance regional connectivity and improve cross-county mobility; or
3. Reduce barriers to connecting transportation disadvantaged individuals to transportation hubs and final destinations.

CTCs were encouraged to partner with non-traditional transportation providers, including Transportation Network Companies (TNCs) and other innovative service organizations, to meet these objectives. Projects were evaluated using a standardized scoring process that considered project description, evidence of need, innovation and outcomes. Grant amounts based on legislative appropriations, with maximum award amounts of \$750,000 for single-county projects and \$1.5 million for regional projects.

During the 2025 Legislative Session, House Bill 1525/Senate Bill 1696, amended section 427.013, F.S., to ISD Grant eligibility. Beginning in Fiscal Year 2025–2026, qualified non-traditional transportation service providers, such as TNCs and other qualified private entities, may apply directly for ISD funding, in addition to CTCs. This change is intended to increase competition, foster innovation, and promote collaboration among local and regional mobility partners. The Commission is developing updated program guidance to ensure all ISD projects continue to align with the goals and performance standards of the Coordinated Transportation System.

ISD Grant program has evolved over the years, and funding levels have varied due to Legislative Appropriations, as depicted below. In Fiscal Year 2024–2025, the Commission awarded \$3 million for eight ISD projects statewide. Funded initiatives included expanded regional mobility, improved access for individuals with intellectual or developmental disabilities (IDD) and established on-demand transportation partnerships leveraging technology-based service platforms. ISD grants provided 1,325 riders with over 79,000 trips. The appendices contain a comprehensive listing of all projects, including descriptions, funding details, and rider and trip activity.

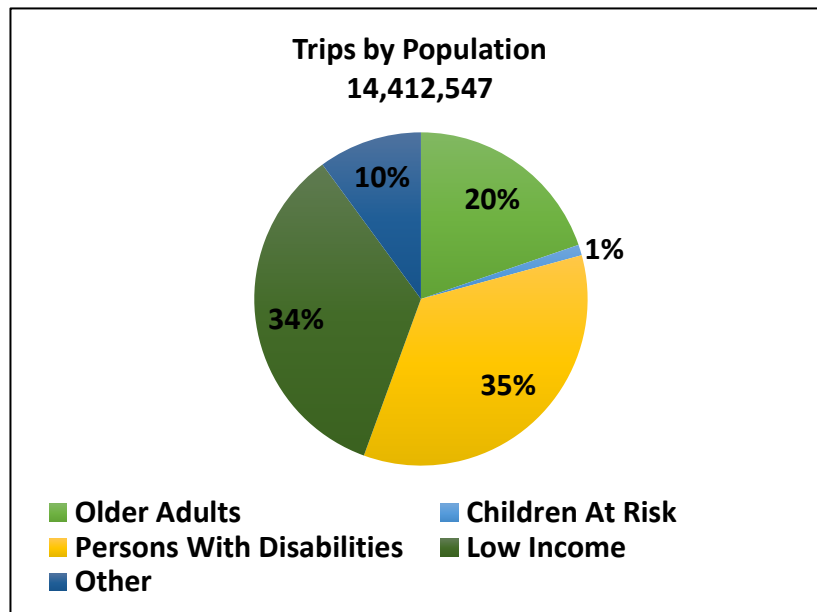
**Innovative Service Development Grant  
Funding History**



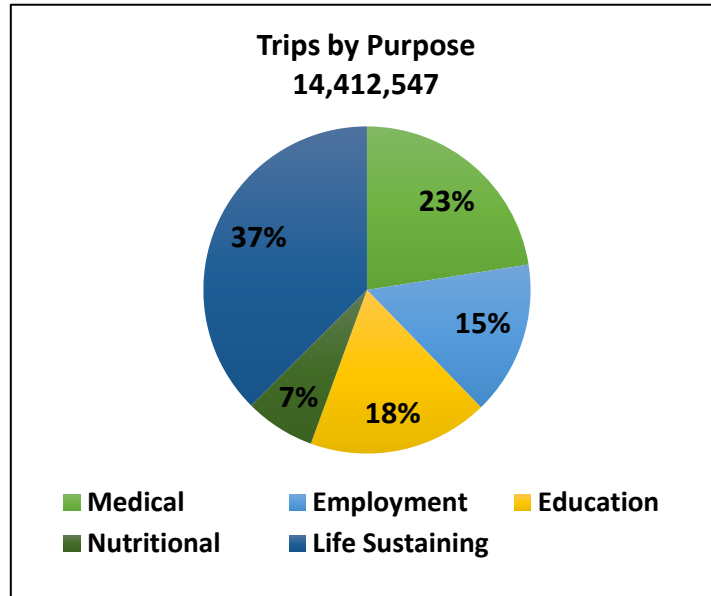
## Statewide Annual Operating Data Performance

This section summarizes the performance of Florida's Coordinated Transportation Disadvantaged System for FY 2024–2025, based on data submitted through the Commission's Data Collection System. Additional analyses and data tables are available on the Commission's website: [www.fdot.gov/ctd/ctd-home](http://www.fdot.gov/ctd/ctd-home).

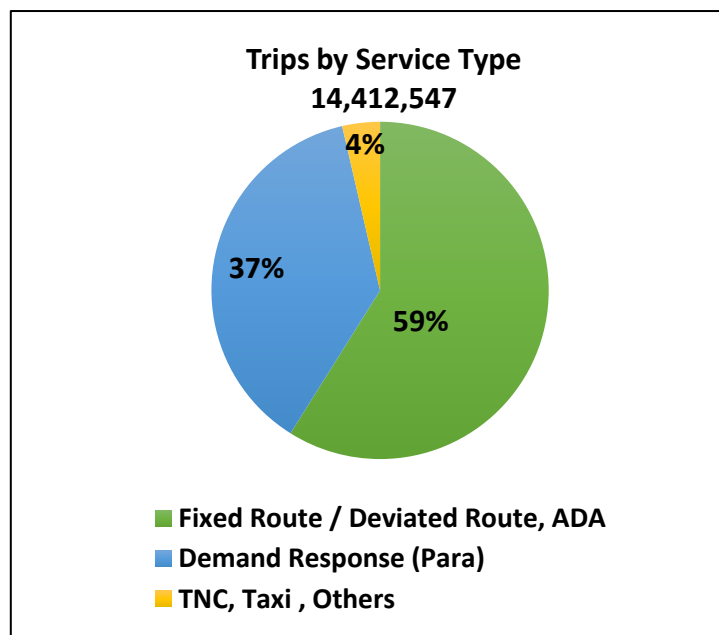
**Ridership** – In FY 2024–2025, the Coordinated System provided an over 14.4 million trips to 214,079 transportation disadvantaged individuals statewide. Ridership levels remained consistent with prior years, reflecting continued demand for essential mobility services. The chart below provides a breakdown of trips by rider population.



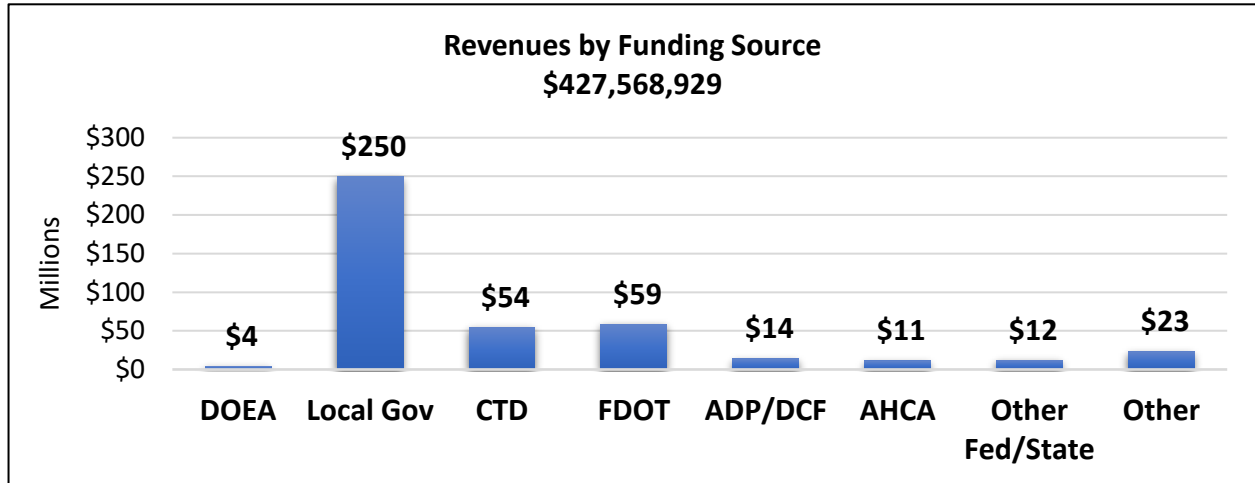
**Trips by Purpose** – The system supported a broad range of essential activities. Over 5.4 million trips (37%) were for life-sustaining purposes such as banking, shopping, and social or personal needs. More than 3.2 million trips (23%) provided access to medical care, including dialysis, cancer treatment, and other health-related appointments.



**Trips by Service Type** – Services were delivered through fixed route, Complementary ADA paratransit, deviated-fixed route, and door-to-door paratransit operations. In FY 2024–2025, approximately 8.49 million trips (59%) were provided on fixed route or deviated-fixed route systems, many supported by TD funds used to purchase bus passes. Paratransit services provided the remaining 5.4 million trips (41%), along with 507,031 on-demand or specialized trips through taxicab and Transportation Network Company (TNC) partnerships.



**Revenues** – The Coordinated TD System reported an estimated \$427 million in total revenues. Local governments remained the largest funding source at approximately \$250 million, followed by the Transportation Disadvantaged Trust Fund, federal programs, and purchasing agencies such as Agency for Health Care Administration and the Agency for Persons with Disabilities. A detailed revenue breakdown is shown in the chart below.



Overall, performance data for Fiscal Year 2024–2025 reflects a stable and mature Coordinated TD System that continues to meet the essential mobility needs of Florida’s most vulnerable citizens. While ridership levels and trip purposes remained generally consistent with prior years, the system continued to adapt to evolving community needs and service delivery challenges through partnerships with local governments, transit agencies, and alternative transportation providers.

FY 2024-25

STATEWIDE PERFORMANCE SUMMARY

Florida Commission for the  
Transportation Disadvantaged  
Contact: 605 Suwannee Street, MS 49  
Tallahassee, FL 32399-0450  
850-410-5700  
800-983-2435  
Website: <https://ctd.fdot.gov>

Demographics	Number
Statewide Population	21,634,529
Unduplicated Head Count	214,079



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	3,837,093	5,373,680	5,612,664
Deviated FR	376,833	326,975	334,610
Complementary ADA	2,403,047	2,718,494	2,543,766
Paratransit	4,786,970	4,831,995	5,400,848
TNC	96,917	114,287	435,857
Taxi	106,897	78,016	71,174
School Board (School Bus)	14,066	13,602	12,522
Volunteers	2,446	1,009	1,106
<b>TOTAL TRIPS</b>	<b>11,624,269</b>	<b>13,458,058</b>	<b>14,412,547</b>

Vehicle Data	2023	2024	2025
Vehicle Miles	73,258,120	79,187,677	82,861,387
Roadcalls	3,020	2,908	2,772
Accidents	429	511	585
Vehicles	4,490	4,394	4,386
Drivers	6082	6343	6811

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	2,518,314	3,025,015	3,244,505
Employment	1,668,746	2,114,061	2,193,722
Ed/Train/DayCare	2,484,183	2,556,166	2,571,389
Nutritional	911,319	923,895	1,001,046
Life-Sustaining/Other	4,041,707	4,838,921	5,401,885
<b>TOTAL TRIPS</b>	<b>11,624,269</b>	<b>13,458,058</b>	<b>14,412,547</b>

Financial and General Data	2023	2024	2025
Expenses	\$ 330,857,548	\$ 381,814,036	\$ 439,110,717
Revenues	\$ 335,085,193	\$ 374,495,333	\$ 427,568,929
Commendations	3,930	39,442	60,489
Complaints	8,650	10,000	12,354
Passenger No-Shows	262,699	269,684	290,774
Unmet Trip Requests	8,840	8,612	9,677

Passenger Trips By Revenue Source	2023	2024	2025
CTD	4,327,352	5,918,300	5,927,767
AHCA	268,129	447,140	400,349
APD	997,636	918,225	923,326
DOEA	365,056	285,006	304,362
DOE	120,693	101,143	96,444
Other	5,545,403	5,788,244	6,760,299
<b>TOTAL TRIPS</b>	<b>11,624,269</b>	<b>13,458,058</b>	<b>14,412,547</b>

Performance Measures	2023	2024	2025
Accidents per 100,000 Mile:	0.59	0.65	0.71
Miles between Roadcalls	24,258	27,231	29,892
Avg. Trips per Passenger	60.15	71.74	67.32
Cost per Trip	\$28.46	\$28.37	\$30.47
Cost per Paratransit Trip	\$42.56	\$46.67	\$49.47
Cost per Total Mile	\$4.52	\$4.82	\$5.30
Cost per Paratransit Mile	\$4.51	\$4.73	\$5.23

Trips by Provider Type	2023	2024	2025
CTC	5,421,804	6,970,554	7,439,586
Transportation Operator	3,802,210	4,085,127	4,441,035
Coordination Contractor	2,400,255	2,402,377	2,531,926
<b>TOTAL TRIPS</b>	<b>11,624,269</b>	<b>13,458,058</b>	<b>14,412,547</b>

**FY 2024-2025**  
**COMMUNITY TRANSPORTATION COORDINATOR AND**  
**COORDINATION CONTRACTOR**  
**PERFORMANCE SUMMARY**

**Community Transportation Coordinators with Coordination Contractors**

<b>Trips By Type of Service</b>	
Fixed Route (FR)	5,612,664
Complementary ADA	2,543,766
Deviated FR	334,610
Paratransit	5,400,848
TNC	435,857
Taxi	71,174
School Board (School Bus)	12,522
Volunteers	1,106
<i>Total Trips by Service</i>	14,412,547

<b>General Information</b>	
Expenses	\$439,110,717
Revenue	\$427,568,929
Vehicle Miles	82,861,387
Accidents	585
Road Calls	2,772
Vehicles	4,386
Unmet Trip Requests	9,677
Transportation Operators	57
Coordination Contractors	163

<b>Performance Measures</b>	
Cost Per Trip	\$30.47
Cost Per Paratransit Trip	\$49.47
Cost Per TNC Trip	\$42.43
Cost Per Taxi Trip	\$20.59
Cost Per Total Mile	\$5.30
Accidents Per 100k Miles	0.71
Miles Between Roadcalls	29,892
UDPHC	214,079

**Community Transportation Coordinators Only**

<b>Trips By Service</b>	
Fixed Route (FR)	5,612,664
Complementary ADA	2,543,766
Deviated FR	334,610
Paratransit	2,868,922
TNC	435,857
Taxi	71,174
School Board (School Bus)	12,522
Volunteers	1,106
<i>Total Trips by Service</i>	11,880,621

<b>General Information</b>	
Expenses	\$377,725,466
Revenue	\$371,085,194
Vehicle Miles	71,157,483
Accidents	511
Road Calls	2,124
Vehicles	2,752
Unmet Trip Requests	9,677
Transportation Operators	57
Coordination Contractors	163

<b>Key Performance Measures</b>	
Cost Per Trip	\$31.79
Cost Per Paratransit Trip	\$60.58
Cost Per TNC Trip	\$42.43
Cost Per Taxi Trip	\$20.59
Cost Per Total Mile	\$5.31
Accidents Per 100k Miles	0.72
Miles Between Roadcalls	33,502
UDPHC	150,212

**Coordination Contractors Only**

<b>Trips By Type of Service</b>	
Fixed Route (FR)	0
Complementary ADA	0
Deviated FR	0
Paratransit	2,531,926
TNC	0
Taxi	0
School Board (School Bus)	0
Volunteers	0
<i>Total Trips by Service</i>	2,531,926

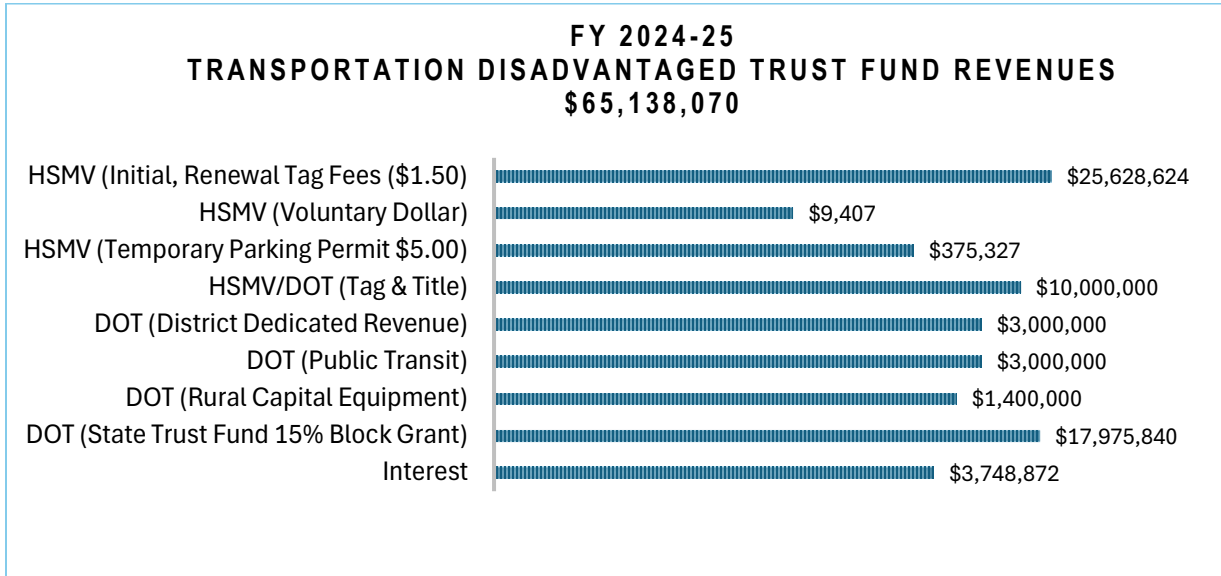
<b>General Information</b>	
Expenses	\$61,385,251
Revenue	\$56,483,735
Vehicle Miles	11,703,904
Accidents	74
Road Calls	648
Vehicles	1,634
Unmet Trip Requests	0
Transportation Operators	N/A
Coordination Contractors	N/A

<b>Performance Measures</b>	
Cost Per Trip	\$24.24
Cost Per Paratransit Trip	\$24.24
Cost Per TNC Trip	N/A
Cost Per Taxi Trip	N/A
Cost Per Total Mile	\$5.24
Accidents Per 100k Miles	0.63
Miles Between Roadcalls	18,062
UDPHC	64,720

## **APPENDICES**

- FY 2024-2025 Transportation Disadvantaged Trust Fund Financial Status
- FY 2024-2025 Innovative Service Development Grant Projects
- FY 2024-2025 Shirley Conroy Rural Area Capital Equipment Grant Projects
- Agency and Community Transportation Coordinator Contact List

**FY 2024-2025  
TRANSPORTATION DISADVANTAGED TRUST FUND  
FINANCIAL STATUS**



**FY 2024-25  
TRANSPORTATION DISADVANTAGED TRUST FUND  
BUDGET AND EXPENSES**

<u>CATEGORY</u>	<u>BUDGET</u>	<u>EXPENSES</u>	<u>% UTILIZED</u>
Grants & Aids	\$59,356,668	\$56,522,691	95%
Contracted Services	\$557,738	\$348,800	63%
Other Personal Services (OPS)	\$21,546	\$4,529	21%
Expenses	\$234,030	\$178,463	76%
Salaries & Benefits	\$1,306,678	\$1,203,097	92%
Administrative	\$4,406	\$4,406	100%
Lease - Equipment	\$3,830	\$3,127	82%
<b>TOTAL</b>	<b>\$61,484,896</b>	<b>\$58,265,112</b>	<b>95%</b>

**FY 2024-25**  
**Innovative Service Development Grant Projects**

Award	Project Description	Outcome	
<b>Bay</b> <b>Board of County Commissioners (BOCC)</b> <b>Award: \$179,438</b>	3 <sup>rd</sup> year project. Provided rider’s choice, on-demand service utilizing Uber and/or Bay Co Public Transit System (BCPTS) for all trip purposes within Bay County. Services were available Monday - Saturday. Project continued in FY25-26.	12,641 152 \$179,438	Trips UDPHC Expensed
<b>Highlands</b> <b>MTM Transit, LLC</b> <b>Award: \$129,650</b>	2 <sup>nd</sup> year project. Provided scheduled and on-demand transportation (same day/next day) service (between 4 and 48 hours) to TD eligible residents in Highlands County for all trip purposes. Mainly supported medical, employment, education and nutritional trips. Project continued in FY25-26.	2,386 215 \$117,386	Trips UDPHC Expensed
<b>Indian River/St. Lucie</b> <b>Senior Resource Association, Inc.</b> <b>Award: \$1,225,238</b>	4 <sup>th</sup> year project. Partnered with St. Lucie County CTC to provide transportation to individuals with developmental disabilities (IDD) as well as other cognitive disabilities. Services were available 24 hours per day/7 days/week. Non-stop, door-to-door service could be scheduled from 2 hours up to 2 weeks in advance provided within and cross county between St. Lucie and Indian River Counties. Project continued in FY25-26.	36,827 228 \$1,225,238	Trips UDPHC Expensed
<b>Leon</b> <b>City of Tallahassee – StarMetro</b> <b>Award: \$135,627</b>	3 <sup>rd</sup> year project. Provided on-demand transportation utilizing TNCs, taxis, and other service providers. Services were available Monday – Saturday, 6am – 11pm and Sunday 11am – 7pm. Project continued in FY25-26.	1,634 59 \$43,394	Trips UDPHC Expensed
<b>Martin</b> <b>Senior Resource Association, Inc.</b> <b>Award: \$347,738</b>	1 <sup>st</sup> year project. Provided same-day or pre-scheduled transportation to TD individuals who scheduled transportation utilizing the CTC’s self-service reservations mobile app. The scheduling app was available 24 hours per day. Project continued in FY 25-26.	8,772 194 \$347,738	Trips UDPHC Expensed

Award	Project Description	Outcome	
<b>Monroe</b> <b>Guidance/Care Center, Inc.</b> <b>Award: \$81,766</b>	3 <sup>rd</sup> year project. Provided door-to-door trips on a planned route beginning early in the morning starting in the Lower Keys (Key West) to Miami. Assisted riders to get to earlier medical appointments and/or stay longer. Service was available two days per week with a pickup time as early as 4 am arriving in Miami by 8 am. Project continued in FY25-26.	141	<i>Trips</i>
		55	<i>UDPPHC</i>
		\$66,525	<i>Expensed</i>
<b>Pinellas, Hillsborough and Pasco</b> <b>Pinellas Suncoast Transit</b> <b>Authority (PSTA)</b> <b>Award: \$455,684</b>	3 <sup>rd</sup> year project. Provided same-day, door-to-door regional trips within the Tampa Bay Area. Coordinated rider eligibility with Hillsborough and Pasco CTCs. Trips were provided by contracted taxis, wheelchair van services and transportation network companies. A 3 <sup>rd</sup> party call center was available for those who could not schedule transportation through the mobile app. Project continued in FY25-26.	7,180	<i>Trips</i>
		333	<i>UDPHC</i>
		\$303,082	<i>Expensed</i>
<b>Wakulla, Leon</b> <b>Wakulla Senior Citizens Council,</b> <b>Inc.</b> <b>Award: \$444,854</b>	3 <sup>rd</sup> year project. Provided scheduled and on-demand transportation utilizing a TNC provider (i-Enable). Eligible riders in Wakulla County were provided trips within Wakulla County and/or cross-county trips to/from Leon County. Leon County riders were limited to trips within Leon County. Primarily served individuals with IDD. Project continued in FY25-26.	9,880	<i>Trips</i>
		89	<i>UDPHC</i>
		\$444,854	<i>Expensed</i>
<b>Awarded: \$2,999,999</b>		<b>Expensed:</b>	<b>\$2,727,656</b>

**FY 2024-25**  
**Shirley Conroy Rural Area Capital Assistance Grant Projects**

<b>CTC Grant Recipient</b>	<b>Project Service Area</b>	<b>Description</b>	<b>Awarded Amount</b>
Baker County Council on Aging, Inc.	Baker	Vehicle Maintenance Equipment (Coolant Exchange)	\$3,360
Bay County Board of County Commissioners	Bay	Software Upgrade	\$57,643
Suwannee Valley Transit Authority	Columbia/ Hamilton/ Suwannee	Six (6) laptops/docking stations Six (6) desktop computers	\$24,526
Big Bend Transit, Inc.	Gadsden	One 24' cutaway vehicle	\$137,077
Tri-County Community Council, Inc.	Holmes/Washington	Eleven (11) Vehicle Camera/Digital Video Recording Systems	\$56,860
Jackson County Transportation	Jackson	One ADA minivan	\$67,640
Big Bend Transit, Inc.	Jefferson	One 24' cutaway vehicle	\$137,077
Lake County Board of County Commissioners	Lake	Upgrade scheduling/dispatching software	\$133,505
Big Bend Transit, Inc.	Madison	One 24' cutaway vehicle	\$137,077
St. Lucie County Board of County Commissioners	St. Lucie	Upgrade scheduling/dispatching software	\$225,000
Big Bend Transit, Inc.	Taylor	One 24' cutaway vehicle	\$137,077
Wakulla Senior Citizens Council, Inc.	Wakulla	Software upgrade	\$37,926
Tri-County Community Council, Inc.	Walton	Ten (10) Vehicle Camera/Digital Video Recording Systems One 24' cutaway vehicle	\$181,382
<b>Total</b>			<b>\$1,336,150</b>

**PLANNING AGENCY AND COMMUNITY TRANSPORTATION COORDINATOR  
CONTACT LIST**

<b>County</b>	<b>Designated Planning Agency</b>	<b>Community Transportation Coordinator</b>
Alachua	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	MV Transportation, Inc. 3713 SW 42nd Avenue, Suite 3 Gainesville, FL 32608 352-375-2784
Baker	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Baker Co. Council on Aging 9264 Buck Starling Road Macclenny, FL 32603 904-259-9315
Bay	Bay Co. Transportation Planning Organization 4081 E Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Bay Co. Board of Co. Commissioners 1021 Massalina Drive Panama City, FL 32401 850-785-0808
Bradford	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 904-964-6696
Brevard	Space Coast Transportation Planning Organization 2725 Judge Fran Jemieson Way, MS #82 Melbourne, FL 32940 321-690-6890	Space Coast Area Transit 401 S. Varr Avenue Cocoa, FL 32922 321-633-1878
Broward	Broward Metropolitan Planning Organization Trade Centre South 100 West Cypress Creek Road, 6 <sup>th</sup> Floor, Suite 650 Ft. Lauderdale, FL 33309-2181 954-876-0033	Broward Co. Board of Co. Commissioners Broward Co. Paratransit Services 1 N. University Drive Plantation, FL 33314 866-682-2258
Calhoun	Apalachee Regional Planning Council 2507 Callaway Road, Suite 200 Tallahassee, FL 32303 850-488-6211	Calhoun Co. Senior Citizens Association Calhoun Co. Transit 16859 NE Cayson Street Blountstown, FL 32424 850-674-4496

Charlotte	Charlotte County/Punta Gorda Metropolitan Planning Organization Murdock Administration Center 1050 Loveland Blvd., Box C Port Charlotte, FL 33948 941-883-3535	Charlotte Co. Board of Co. Commissioners 1800 Murdock Circle Port Charlotte, FL 33948 941-575-4000
Citrus	Hernando/Citrus Metropolitan Planning Organization 789 Providence Boulevard Brooksville, FL 34601 352-754-4082	Citrus Co. Board of Co. Commissioners 1300 S. Lecanto Highway Lecanto, FL 34461 352-527-7630
Clay	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Collier	Collier Metropolitan Planning Organization 2885 South Horseshoe Drive Naples, FL 34104 239-252-5859	Collier County Board of Co. Commissioners Collier Area Transit 3299 East Tamiami Trail. Suite 103 Naples, FL 34112 239-252-7272
Columbia	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332
DeSoto	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Dixie	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 352-498-5018
Duval	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Escambia	West Florida Regional Planning Council 4081 E Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Escambia Co. Board of Co. Commissioners 1515 W. Fairfield Drive Pensacola, FL 32501 850-595-0501

Flagler	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Flagler Co. Board of Co. Commissioners 1769 East Moody Boulevard, Suite 5 Bunnell, FL 32110 386-313-4185
Franklin	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 32310 850-627-9958
Gadsden	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 32310 850-627-9958
Gilchrist	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 352-498-7366
Glades	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry Co. Board of Co. Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487
Gulf	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 32310 850-627-9958
Hamilton	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332
Hardee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hendry	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	Hendry Co. Board of Co. Commissioners 99 E. Cowboy Way LaBelle, FL 33935 877-935-4487

Hernando	Hernando/Citrus Metropolitan Planning Organization 789 Providence Boulevard Brooksville, FL 34601 352-754-4082	You Thrive Florida 1122 Ponce De Leon Boulevard Brooksville, FL 34601 352-799-1510
Highlands	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Hillsborough	Hillsborough Co. Metropolitan Planning Organization 601 E. Kennedy Boulevard, 18 <sup>th</sup> Floor Tampa, FL 33602 813-210-9310	Hillsborough Co. Board of Co. Commissioners Sunshine Line 2709 E Hanna Avenue Tampa, FL 33610 813-272-7272
Holmes	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-547-3688
Indian River	Indian River Co. Metropolitan Planning Organization 1801 27 <sup>th</sup> Street Vero Beach, FL 32966 772-226-1990	Indian River Transit/Senior Resource Association, Inc. 4385 42nd Avenue Vero Beach, FL 32960 772-569-0903
Jackson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	JTrans 3988 Old Cottondale Road Marianna, FL 32448 850-482-7433
Jefferson	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-997-1323
Lafayette	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council P. O. Box 70 Live Oak, FL 32064 386-294-2202
Lake	Lake-Sumter Metropolitan Planning Organization 225 W. Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Lake Co. Board of Co. Commissioners Office of Transit Services 2440 US Highway 441/27 Fruitland Park, FL 34731 352-742-2612

Lee	Lee Co. Metropolitan Planning Organization 815 Nicholas Parkway E Cape Coral, FL 33915 239-244-2220	LeeTran 3401 Metro Parkway Ft. Myers, FL 33916 239-533-0300
Leon	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	City of Tallahassee StarMetro 555 Appleyard Drive Tallahassee, FL 32304 850-891-5199
Levy	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Levy Co. Board of Co. Commissioners 970 East Hathaway Avenue Bronson, FL 32621 352-486-3485
Liberty	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Liberty Co. Board of Co. Commissioners 15629 NW Co. Road 12 Bristol, FL 32321 850-643-2524
Madison	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-973-4418
Manatee	Sarasota/Manatee Metropolitan Planning Organization 8100 15 <sup>th</sup> Street East Sarasota, FL 34243 941-359-6046	Manatee Co. Board of Co. Commissioners 2411 Tallevast Road Sarasota, FL 34243 941-748-2317
Marion	Ocala/Marion Co. Transportation Planning Organization P. O. Box 1270 Ocala, FL 34478 352-438-2630	Marion Senior Services, Inc. Marion Transit 1101 SW 20th Court Ocala, FL 34471 352-620-3071
Martin	Martin Co. Metropolitan Planning Organization 3481 SE Willoughby Boulevard, Suite 101 Stuart, FL 34994 772-288-5412	Martin County Transit, LLC. 694 14th Street Vero Beach, FL 34960 772-569-0903
Miami-Dade	Miami-Dade Metropolitan Planning Organization 150 Wet Flagler Street, Suite 1900 Miami, FL 33130 305-375-1739	Miami-Dade Co. Dept. of Transportation And Public Works 701 NW 1st Court, Suite 1300 Miami, FL 33136 305-630-5300

Monroe	Health Council of South Florida 7855 NW 12st Street, Suite 117 Doral, FL 33126 786-535-4361	Guidance/Care Center, Inc. 3000 41st Street Ocean Marathon, FL 33050 305-434-7660
Nassau	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Jacksonville Transportation Authority (eff. 10/1/2024) 100 N. Myrtle Avenue Jacksonville, FL 32204 904-265-6999
Okaloosa	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Okaloosa Co. Board of Co. Commissioners 600 Transit Way Ft. Walton Beach, FL 32547 850-833-9168
Okeechobee	Heartland Regional Transportation Planning Organization 555 E. Church Street Bartow, FL 33830 863-534-7130	MTM Transit, Inc. 4650 US 27 South Sebring, FL 33870 863-382-6004
Orange	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Osceola	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
Palm Beach	Palm Beach Metropolitan Planning Organization 301 Datura Street West Palm Beach, FL 33401 561-725-0803	Palm Beach Co. Board of Co. Commissioners 3201 Electronics Way West Palm Beach, FL 33407 561-649-9838
Pasco	Pasco Co. Metropolitan Planning Organization 8731 Citizens Drive New Port Richey, FL 34654 727-847-2411	Pasco Co. Board of Co. Commissioners 8620 Galen Wilson Boulevard Port Richey, FL 34668 727-834-3322
Pinellas	Pinellas Co. Metropolitan Planning Organization 310 Court Street Clearwater, FL 33756 727-464-8250	Pinellas Suncoast Transit Authority/PSTA 3201 Scherer Drive St. Petersburg, FL 33716 727-540-1888

Polk	Polk Transportation Planning Organization 330 W. Church Street Bartow, FL 33830 863-534-6529	Lakeland Area Mass Transit District Citrus Connection 1212 George Jenkins Boulevard Lakeland, FL 33815 863-534-5500
Putnam	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	Ride Solution 220 North 11 <sup>th</sup> Street Palatka, FL 32177 386-325-9999
Santa Rosa	Florida-Alabama Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-626-6806
Sarasota	Sarasota/Manatee Metropolitan Planning Organization 8100 15 <sup>th</sup> Street East Sarasota, FL 34243 941-259-6045	Sarasota Co. Board of Co. Commissioners/The Breeze 1660 Ringling Boulevard Sarasota, FL 34236 941-861-1234
Seminole	MetroPlan Orlando 250 S. Orange Avenue, Suite 200 Orlando, FL 32801 407-481-5672	Central Florida Regional Transportation Authority, LYNX 455 N Garland Ave Orlando FL 32801 407-423-8747
St. Johns	Northeast Florida Regional Council 100 Festival Park Avenue Jacksonville, FL 32202 904-279-0880	St. Johns Co. Council on Aging, Inc. 180 Marine Street St. Augustine, FL 32084 904-209-3710
St. Lucie	St. Lucie Transportation Planning Organization 466 SW Port St. Lucie Boulevard, Suite 111 Port St. Lucie, FL 34953 772-462-1671	St. Lucie Co. Board of Co. Commissioners 437 North 7 <sup>th</sup> Street Ft. Pierce, FL 34950 772-462-1778
Sumter	Lake-Sumter Metropolitan Planning Organization 225 W Guava Street, Suite 211 Lady Lake, FL 32159 352-315-0170	Sumter Co. Board of Co. Commissioners 7375 Powell Road Wildwood, FL 34785 352-568-6683
Suwannee	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee Valley Transit Authority 1907 Voyles Street, SW Live Oak, FL 32064 386-362-5332

Taylor	Taylor Co. Board of Co. Commissioners 201 E. Green Street Perry, FL 32347 850-838-3553	Big Bend Transit, Inc. 2201 Eisenhower Street Tallahassee, FL 323310 850-838-3553
Union	North Central Florida Regional Planning Council 2009 N.W. 67 <sup>th</sup> Place Gainesville, FL 32653 352-955-2200	Suwannee River Economic Council 255 SW 9 <sup>th</sup> Avenue Lake Butler, FL32054 386-496-0624
Volusia	Volusia/Flagler River to Sea Transportation Planning Organization 1 Deuce Court, Suite 100 Daytona Beach, FL 32124 386-226-0422	VOTRAN 950 Big Tree Road South Daytona, FL 32119 386-322-5100
Wakulla	Apalachee Regional Planning Council 2507 Callaway Road, Suite 100 Tallahassee, FL 32303 850-488-6211	Wakulla Co. Senior Citizens' Council 33 Michael Drive Crawfordville, FL 32326 850-926-7145
Walton	Okaloosa Walton Transportation Planning Organization 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-892-2422
Washington	West Florida Regional Planning Council 4081 E. Olive Road, Suite A Pensacola, FL 32514 850-332-7976	Tri-County Community Council, Inc. 302 North Oklahoma Street Bonifay, FL 32425 850-638-4520